



UC Slip-Resistant Footwear Program Return/Exchange Process

Exchanges - Footwear sent back to the supplier with a request for a replacement to be re-sent by the same supplier (e.g., an employee ordered from SR Max and likes the style but needs a different size; an employee ordered from SFC and likes the footwear but accidentally ordered white when the uniform requires black, etc.)

Online Exchanges: Primary/Additional Authorized Purchasers* can now process exchanges online by following the instructions posted to [the UC SRF Program website](#) for each supplier. The benefit of the online exchanges process is that the replacement pair will be shipped as soon as the return pair is scanned for pickup by the designated mail carrier. The maximum estimated turnaround time between return pick up and replacement delivery is 5 business days.

- [Shoes for Crews Exchange](#)
- [SR Max Advanced Exchange](#)

At this time, only Primary and Additional Authorized Purchasers can process exchanges online, even if the unit has granted ordering access to its employees. We are working with Risk and Safety Solutions to expand this access to authorized employees in the future.

- Offline Exchanges: Primary/Additional Authorized Purchasers AND Individual Employees can process exchanges offline by following the supplier's standard exchange process, which includes completing a paper form to place in the box with the return pair and shipping the package back to the supplier using a prepaid mailing label. This option requires that the return be received and processed by the supplier before the replacement is shipped. The maximum estimated turnaround time between return pick up and replacement delivery is 15 business days.
 - [Shoes for Crews Exchange](#)
 - [SR Max Exchange](#)

Returns - Footwear sent back to the original supplier without a request for a replacement from the same supplier (e.g., an employee ordered from SR Max but would like to return that pair and order a replacement from SFC instead; an employee ordered from SFC but left the university within the 60 day return window, etc.)

- Primary/Additional Authorized Purchasers AND Individual Employees can process returns by following the supplier's standard exchange process, which includes completing a paper form to place in the box with the return pair and shipping the package back to the supplier using a prepaid mailing label. This option requires that the return be received and processed by the supplier before the employee's status in the Slip-Resistant Tracker screen is changed back to "Recommended" which allows a new order to be placed. The maximum estimated turnaround time between return pick up by mail carrier and Slip-Resistant status update is 15 business days.
 - [Shoes for Crews Return](#)
 - [SR Max Return](#)

Note: Employees should be issued and required to wear overshoes whenever they are without their standard slip-resistant footwear. Overshoes are reusable, slip-on, slip-resistant shoe covers that can be worn over any footwear. Overshoes are available from both suppliers, and Ordering Instructions can be

found on the [UC SRF Program website](#). Every participating unit is encouraged to order several pairs of overshoes in a variety of sizes to have on hand for this purpose.

If you have questions about the UC SRF Program, please contact your [local EHS Liaison\(s\)](#) or [UCOP EHS](#).

If you have technical issues accessing Slip-Resistant or using any of the features in the software application, please contact the [Risk and Safety Solutions Service Desk](#).

If you have questions about a specific supplier's process or if you would like updates on the status of returns/exchanges, contact the supplier directly:

- Shoes for Crews: uc@shoesforcrews.com
- SR Max: jbales@srmax.com